

Public Safety

Seminole County

Emergency Communications/E-911

Emergency Communications

Mission

To process emergency and non-emergency requests for services, including emergency medical, fire/rescue and other services to the municipalities of Altamonte Springs, Casselberry, Lake Mary, Longwood, Oviedo, Sanford, Winter Springs and the Seminole County Department of Public Safety. This is accomplished in conjunction with the Seminole County Enhanced 911 system.

Business Strategy

The Emergency Communications/E911 Division processes requests from the public to dispatch emergency equipment and personnel for Emergency Medical Services (EMS), fire/rescue, emergency management and other emergency services; provides after hour dispatch services for Animal Services, Public Works, Environmental Services and other County and municipal agencies; continuously monitors the Supervisory Control and Data Acquisition (SCDA) system for the Environmental Services Department; coordinates emergency and non-emergency radio and telephone communications, including processing E-911 service requests; and provides emergency medical dispatch services to the public, including pre-arrival instructions to callers with medical conditions.

Objectives

Receive and process requests for emergency service in an efficient manner.

Develop a quality assurance program to provide a mechanism to review performance, including peer review, tape review and other techniques.

Develop customer feedback program.

Maintain all links of voice and data communications with all agencies involved in the First Response system.

Provide vital communications link to ensure constant management of County government during disaster situations.

Provide Telecommunications Devices for the Deaf (TDD) services for emergency and non-emergency requests for assistance.

Receive and dispatch Animal Services, Public Works, Environmental Services (Water and Sewer), and Traffic Engineering calls after hours and on weekends.

Develop procedures to receive location coordinates from wireless callers.

Performance Measures

	FY 00/01 Actual	FY 01/02 Estimated	FY 02/03 Goal
E-911 requests for emergency response	34,806	50,894	61,000
E-911 calls received from cellular telephones	6,718	27,991	32,000
E-911 calls received from wireline telephones	28,088	22,902	30,000
Emergency transfer calls	706	9,270	10,250
Total emergency calls handled	41,166	60,164	64,979
Non-emergency assistance calls	8,094	6,296	6,725
Total calls handled	55,620	66,460	71,704
Automatic fire alarm calls received on non 911 lines	6,360	6,500	6,600

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Department:		PUBLIC SAFETY			Seminole County
Division:		EMERGENCY COMMUNICATIONS/E-911			
Section:		EMERGENCY COMMUNICATIONS			FY 2002/03
		2000/01 Actual Expenditures	2001/02 Adopted Budget	2002/03 Adopted Budget	% Change 2002/03 over 2001/02
EXPENDITURES:					
Personal Services		890,606	1,134,193	1,219,456	7.5%
Operating Services		95,284	96,667	102,899	6.4%
Capital Outlay		0	0	0	
Debt Service		0	0	0	
Grants and Aid		0	0	0	
Reserves/Transfers		0	0	0	
Subtotal Operating		985,890	1,230,860	1,322,355	7.4%
Capital Improvements		0	0	0	
TOTAL EXPENDITURES		985,890	1,230,860	1,322,355	7.4%
FUNDING SOURCE (S)					
General Fund		985,890	1,230,860	1,322,355	7.4%
TOTAL FUNDING SOURCE(S)		985,890	1,230,860	1,322,355	7.4%
Full Time Positions		23	24	25	
Part-Time Positions		0	0	0	
New Programs and Highlights for Fiscal Year 2002/03					
Tactical Radio Operator - Additional support needed to maintain the current level of service while meeting an increased alarm load.					37,336
Capital Improvements		2002-03	2003-04	2004-05	2005-06
Total Project Cost		0	0	0	0
Total Operating Impact		0	0	0	0